



Lync'd IN

Leslie Arai and
Trevor Esko
present a live
Lync Demo to
the King
County Council
on April 6.

The King County Council gathered Friday morning in council chambers for a live demo and Q/A session. The overview was very productive and generated a lot of positive response and interest in this unified communication tool. In fact, some people were installing the App on their phones halfway through the meeting. We call that a SUCCESS.



Where are we at with Lync?

In March the project reached a major milestone in completing the first production implementation of Lync enterprise voice services. The 6th & 7th floors of Chinook were transitioned from the Cisco Call Manager telephony solution to Lync. Also transitioned from the Cisco Call Manager was the King County Data Center. The Radio Shop was converted from a Centrex telephone system to Lync. Site points of contact for these deployments deserve Gold Stars for all of the work they put in coordinating the deployment for their units as well as ensuring the needs of their users were met. These people are **Azziem Underwood** (King County Data Center), **Anthony Minor** (Radio Shop), and **Christine Chou & George Vida** (6th & 7th Floors of Chinook).

Currently the project team is in the process of completing the deployment schedule for the entire county! This is no easy feat as site interdependencies for telephone and voicemail services are many. Determining who's on first, second and so forth for the NEC and Nortel sites is, in fact, rocket science!

Also underway are deployment tasks for

several locations. Twenty-eight (28) major milestones must be completed prior to each and every deployment (and another four following each deployment). Site specific deployment tasks start 10-12 weeks before the actual deployment date and continue another five weeks following deployment (though our work with the site contacts ends roughly a week following deployment).

Sites currently achieving pre-deployment milestones are – Department of Public Health offices on the 9-13 floors of the Chinook Bldg.; Department of Natural Resources & Parks West Point Treatment Plant and West Point Arc Welding facility; Department of Development & Environmental Services' move from Renton to Snoqualmie; Sheriff's Office Precinct 2 move from Kenmore to Sammamish; and the Department of Assessors offices on the 7th Floor of the Administration Bldg. and Renton.

this issue

Project Updates

Training / Open House(s)

Tip 'o the month

Testimonials

Testimonials:

"Although, I work for an IT department, I am not a technical person and I did not attend the Lync training that I should have had. But, surprisingly, Lync is very intuitive and easy to navigate. One day, I brought the laptop, phone headset and worked from home. From my home, I was able to receive, make calls, and conduct video conferences; all by using office phone number. It was seamless. I even shared my spreadsheet during my video conference. It was amazing."

"Just wanted to share some good news with you – so often all you hear about are the complaints... I called Denise Thompson, FMD from my Lync phone last night and was speaking very softly – trying to purposely talk softer in cube-land ☺ I could hear her perfectly. I asked if she could hear me okay and she said she has never had a more perfectly clear line."



Lync can help us improve service delivery

Unified communications can improve collaboration across agencies and between organizations. It gives us a single inbox for voice mails, emails, and instant messages and alerts users to the availability and status of coworkers through presence awareness.

Below is a list of upcoming Lync Demo's/Open House's around the county!

Date	Time	Location
Tuesday, April 17 th	8:30 – 10:30am	KSC 8 th Floor Conf Center (201 S. Jackson St)
Tuesday, May 15 th	1:00 – 3:00pm	CNK 121/123

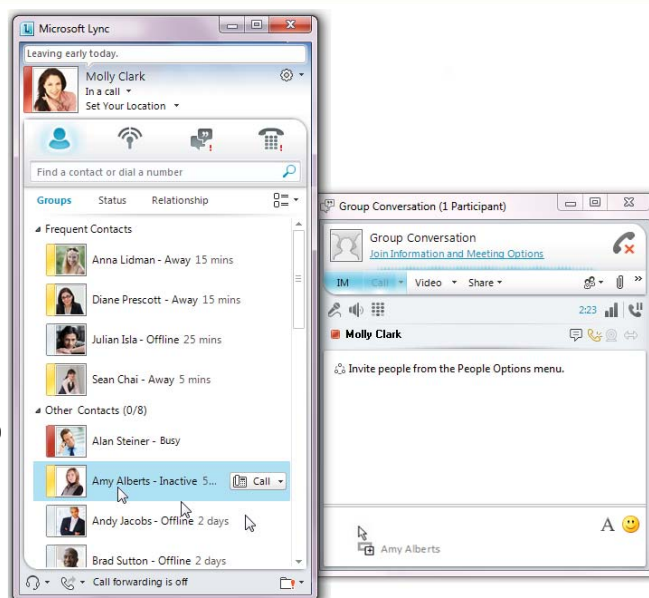
Technology Solutions for collaboration

DRAG, DROP, DONE.

Need Chip? Or Skip? Or Flip? Why not all three. Discover how easy it is to add colleagues to your conversation when you use Lync.

► TO DO THIS

- 1 Drag a contact from your Lync client...
- 2 ...and drop it in the Group Conversation Window to add them to the conversation.



EYE ON IT Why Unified Communication?

Unified communications solutions can help provide:

A connected end-user experience. Microsoft Lync provides a single interface that unites rich presence, enterprise telephony, instant messaging (IM), and audio, video, and web conferencing in a unified environment.

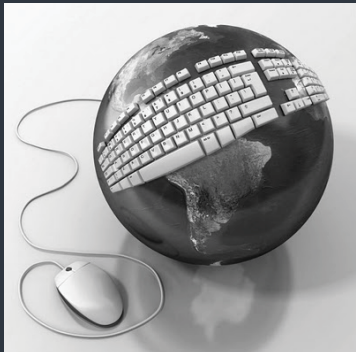


Interoperability with Microsoft Office. The visually compelling experience of Microsoft Lync 2010 is consistent throughout Microsoft Office and other business applications, including color-coded presence icons, pictures, high-resolution video, enterprise telephony, and desktop and application sharing.

This Month's Video

Welcome to Lync'd In! Click to watch a brief video welcome from CTSR Program Manager Sonja Rowland





If you have Lync telephone -please take a moment to fill out this survey regarding your experience with the Lync deployment. **Your feedback will assist the project team with continuously improving their processes for rolling out this important service.**

<http://www.surveymk.com/s/G5R86WK>



Upcoming deployments

April

- Precinct 2 - Sammamish

May

- PH (CNK 12/13)
- PH (CNK 10/11)

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